

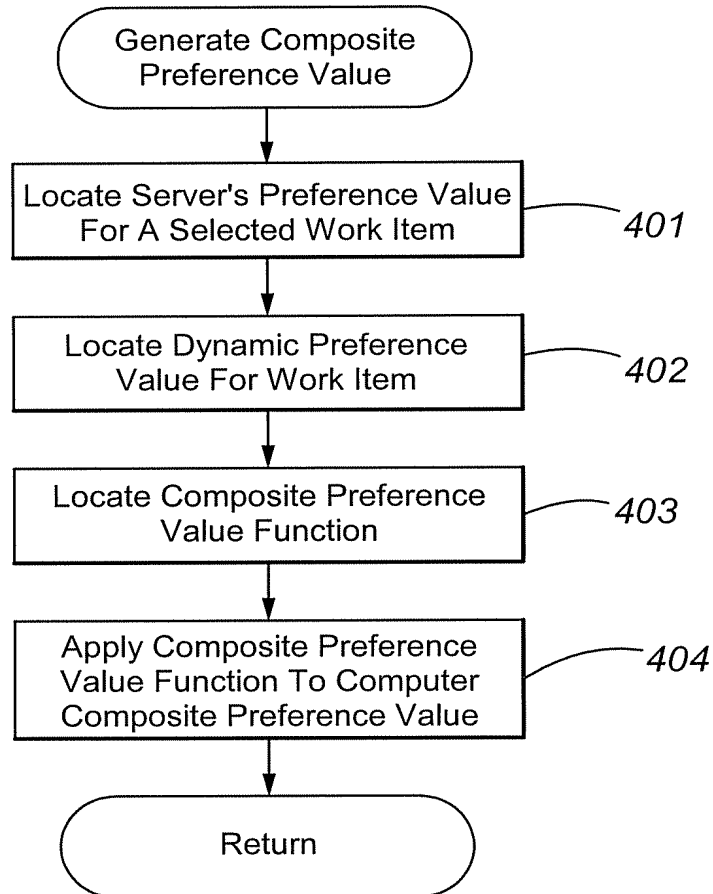
**Fig. 1**

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type
100	Calls From Prospects	8	9
100	Claims Calls	4	3
101	Calls From Prospects	5	9
101	Claims Calls	6	7
101	Calls From Preferred Customers	0	0

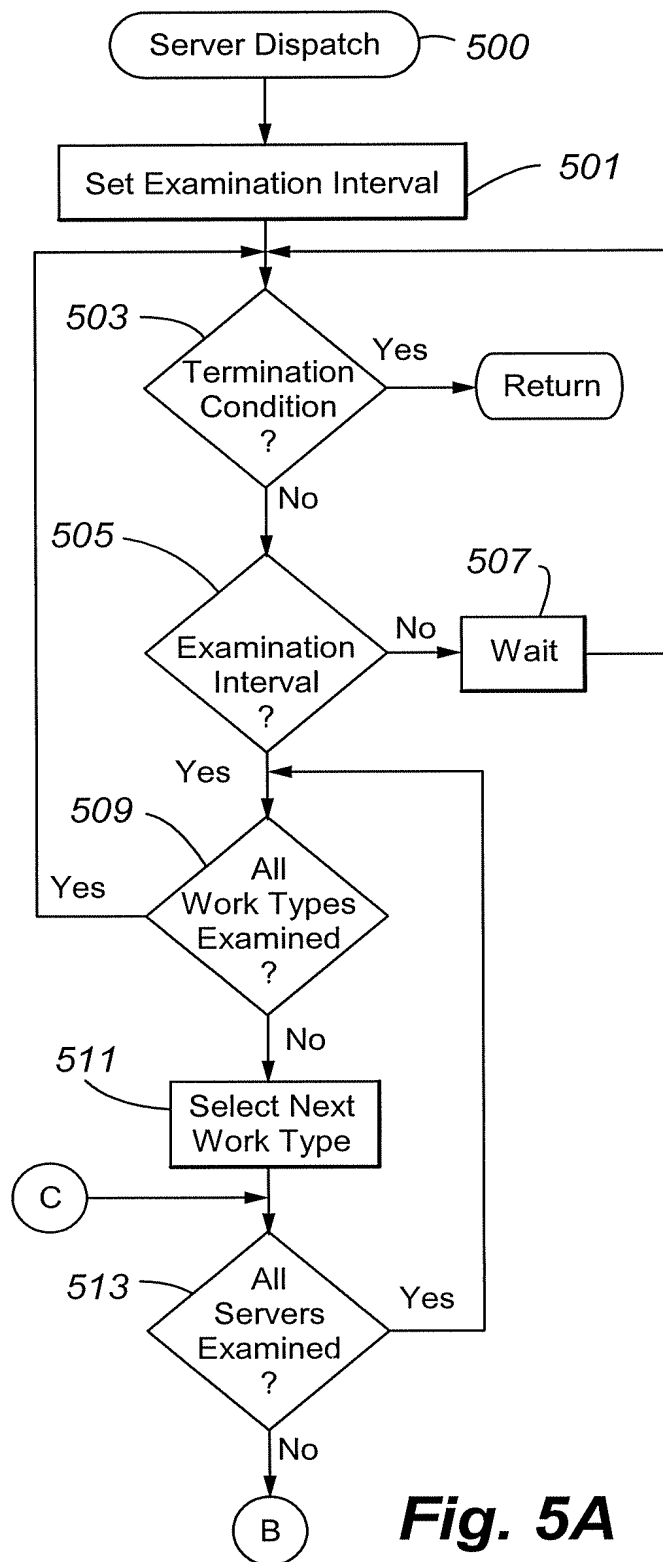
**Fig. 2**

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects	8	9	10
100	Claims Calls	4	3	8
101	Calls From Prospects	5	9	7
101	Claims Calls	6	7	10
101	Calls From Preferred Customers	0	0	0

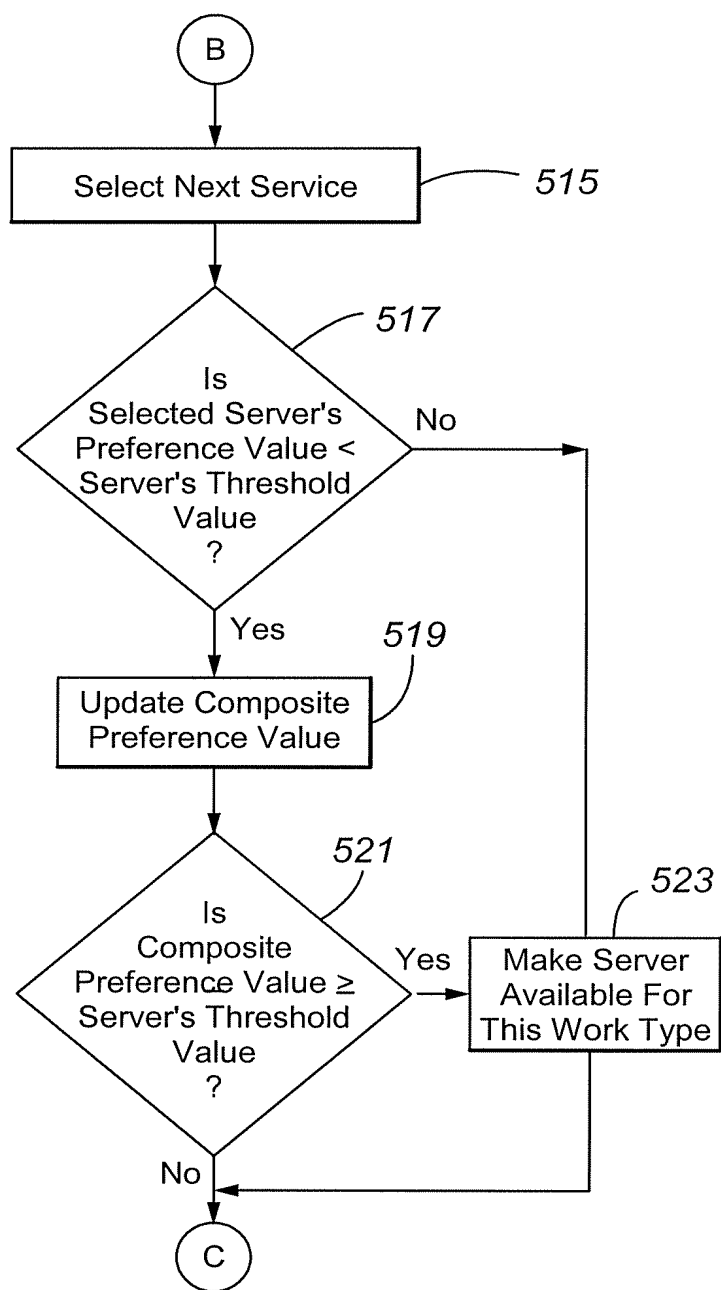
**Fig. 3**



***Fig. 4***



**Fig. 5A**



**Fig. 5B**

**Fig. 6A**

601

Work Type	Available Servers
Calls From Prospects	42
Claims Calls	30
Calls From Preferred Customers	15

603

604

605

602

**Fig. 6B**

601

Work Type	Available Servers
Calls From Prospects	48
Claims Calls	24
Calls From Preferred Customers	15

603

604

605

602

**Fig. 6C**

601		602
Work Type	Available Servers	
Calls From Prospects	53	603
Claims Calls	24	604
Calls From Preferred Customers	10	605

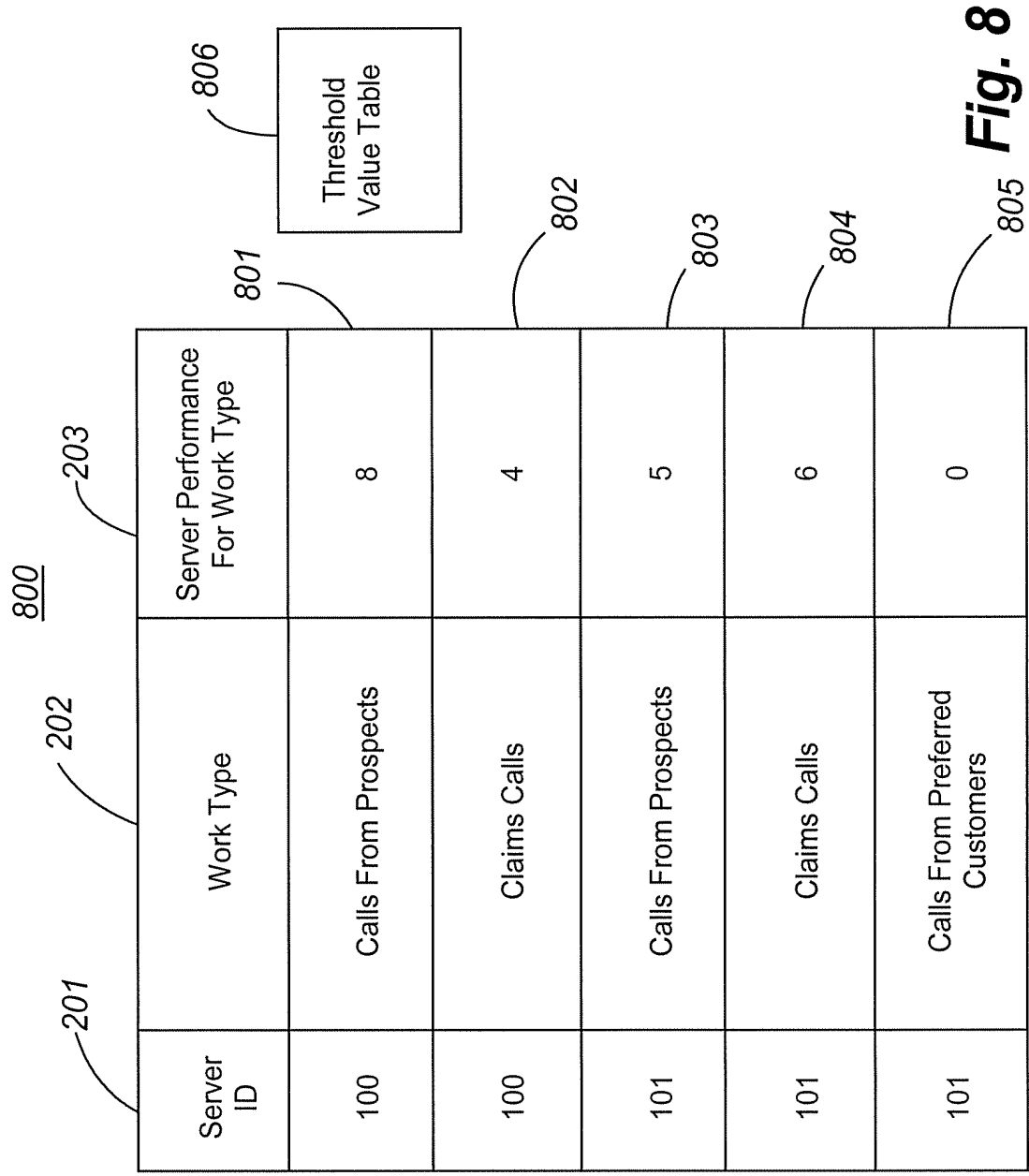
**Fig. 6D**

601		602
Work Type	Available Servers	
Calls From Prospects	50	603
Claims Calls	26	604
Calls From Preferred Customers	11	605

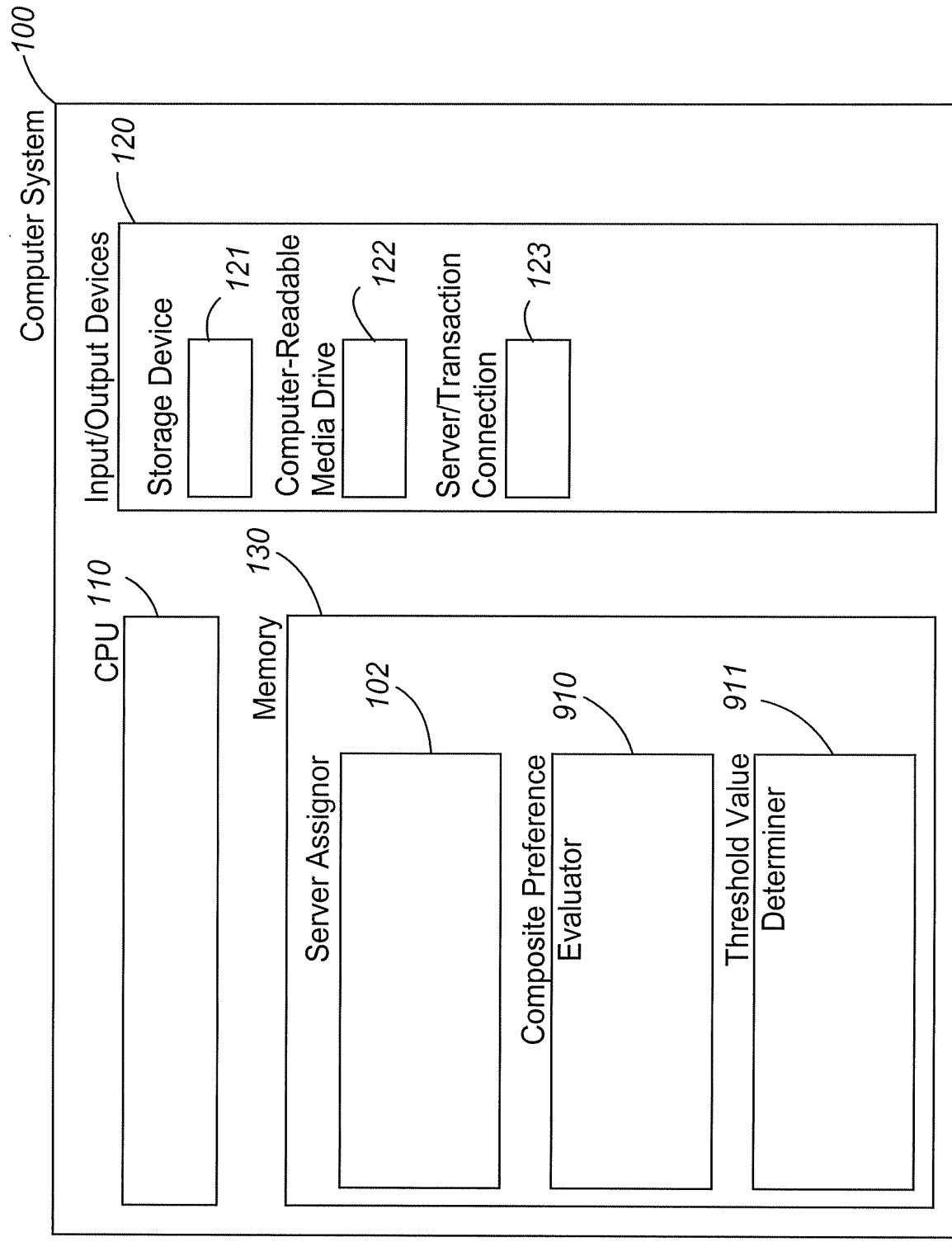


Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Dynamic Preference Value for Work Type	Composite Preference Value
100	Calls From Prospects	8	9	2	10
100	Claims Calls	4	3	4	8
101	Calls From Prospects	5	9	2	7
101	Claims Calls	6	7	4	10
101	Calls From Preferred Customers	0	0	0	0

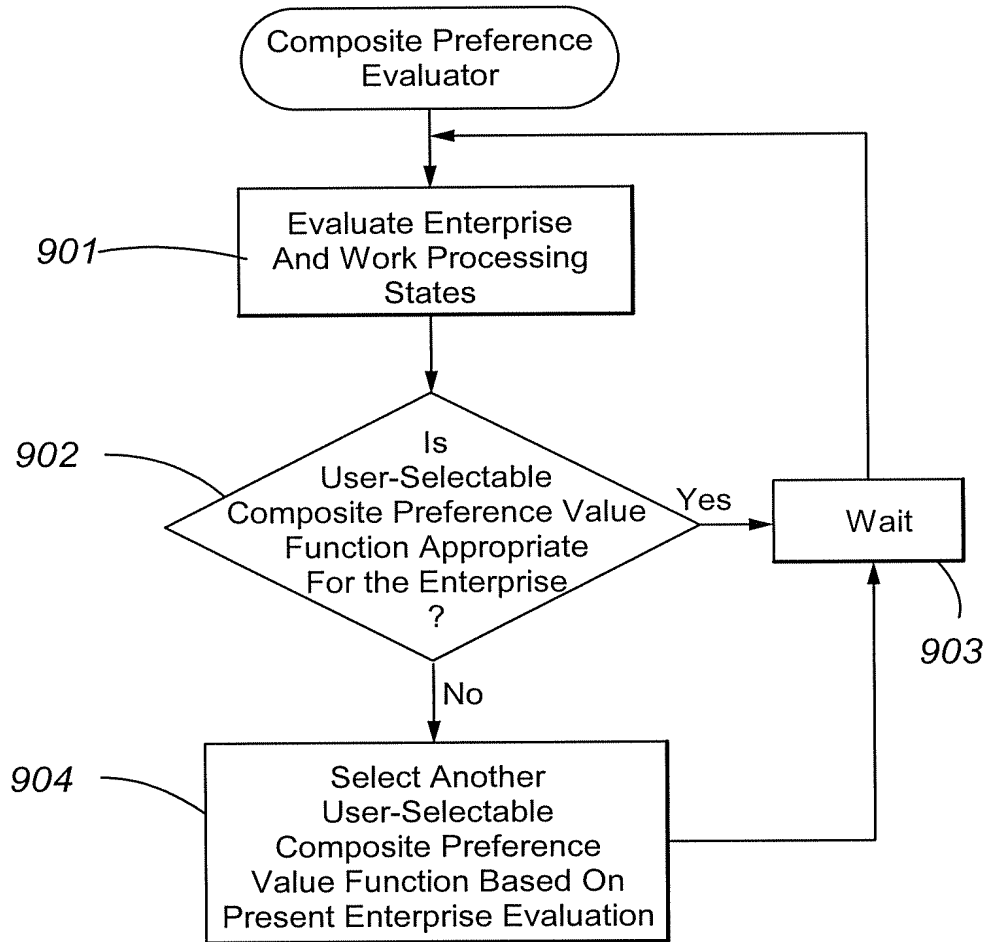
**Fig. 7**



**Fig. 8**



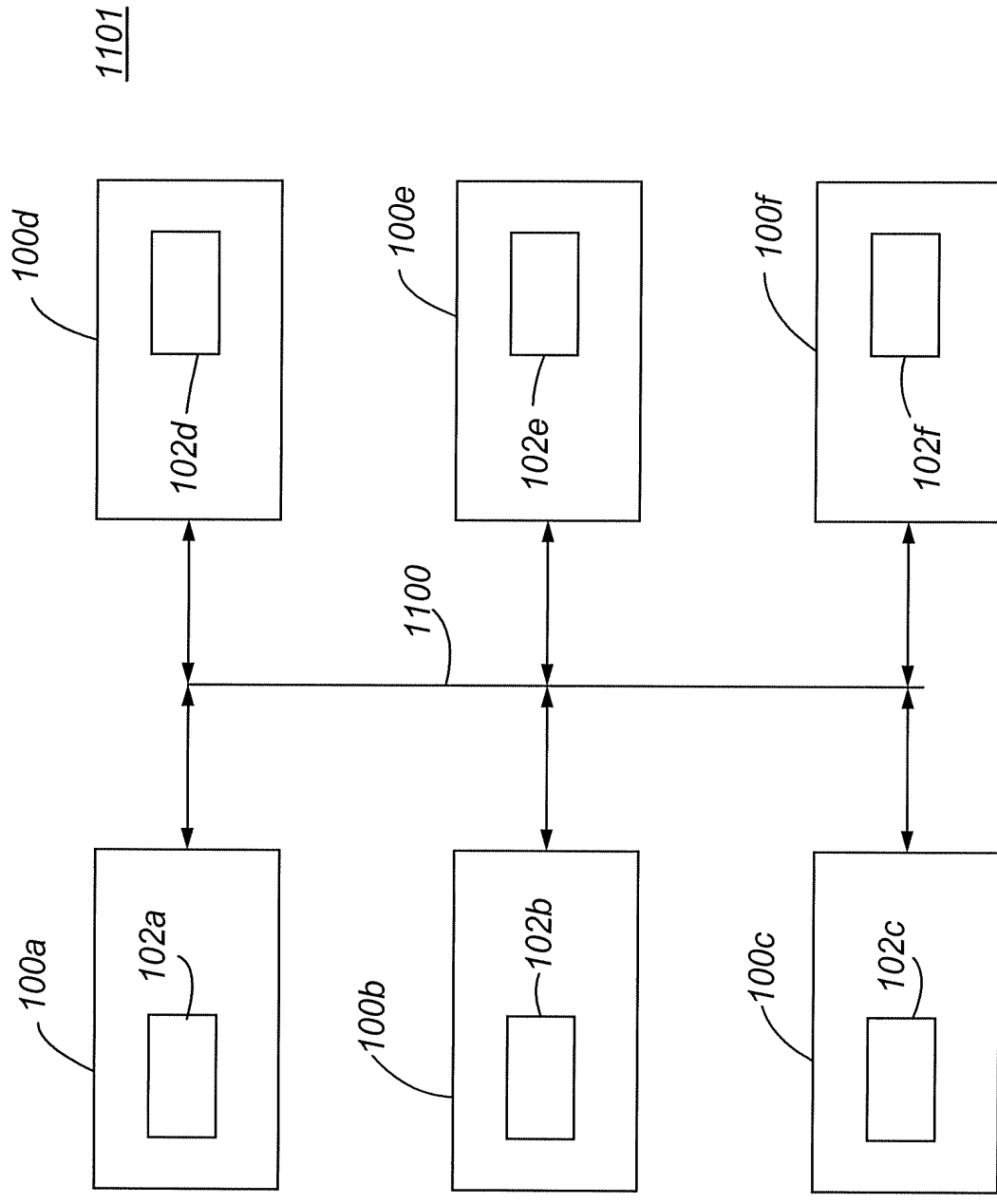
**Fig. 9A**



***Fig. 9B***

Agent ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects In Western Region	8	9	10
100	Claims Calls From Western Region	4	3	8
100	Calls From Prospects In Central Region	5	9	7
100	Claims Calls From Central Region	6	7	10
100	Public Utility Mandated Calls	8	9	20

**Fig. 10**



**Fig. 11**